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*To ensure access to high-quality,
patient-centered, cost-effective
health care to Los Angeles
County residents through direct
services at DHS facilities and
through collaboration with
community and university
partners.*



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November 5, 2012

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Mitchell H. Katz, M.D.
[Signature]
Director

SUBJECT: **REQUEST TO EXECUTE A NEW INFORMATION
TECHNOLOGY SUPPORT SERVICES MASTER
AGREEMENT (ITSSMA) WORK ORDER FOR HELP
DESK TECHNICAL SUPPORT – DEPARTMENT OF
HEALTH SERVICES – HARBOR-UCLA MEDICAL CENTER**

This is to advise the Board of my intent to request the Internal Services Department (ISD) to execute a new time & materials ITSSMA Work order with a maximum obligation of \$300,000 to provide Help Desk/PC Technical Support for the Department of Health Services, Harbor-UCLA Medical Center and the Coastal Health Centers.

This new ITSSMA Work Order and two related Work Orders exceed the threshold amount of \$300,000. All three Work Orders are for Help Desk/PC Support at the same facilities and are, therefore, considered a single project by ISD (Attachment A). In accordance with ITSSMA guidelines, prior notice to the Board is required for projects that will exceed \$300,000.

BACKGROUND

Harbor-UCLA Medical Center staff maintain numerous desktop computer workstations and peripherals and currently provide computer support to approximately 4000 users at Harbor-UCLA Medical Center and the four Coastal Health Centers. The subject Work Order will provide additional technical staff to augment County staff in providing this support.

JUSTIFICATION

Currently, there are 4 County full time employees and 1.5 contract technicians to maintain approximately 2500 PCs and 800 peripherals

across the diverse geographic area that includes Harbor-UCLA Medical Center, Long Beach Comprehensive Health Center, Bellflower Health Center, Wilmington Health Center, and Family Health Center. Based on these numbers, each technician currently supports an average of 600 devices. The equipment is used by clinical staff to access mission critical systems which are used to register patients, schedule appointments, order tests, review laboratory results, etc. Lack of adequate staffing resources to support the PCs and peripherals leads to long downtime of equipment and lost productivity. Delayed repairs can adversely impact patient care revenue collection (e.g., delayed coding of medical records; processing bills, etc.) and quality improvement efforts.

Additional technical staff are also needed due to the Electronic Health Record (EHR) PC refresh where 1550 PCs and approximately 50% of the peripherals will be replaced over the next two years. The EHR will also require additional PCs and peripherals to be installed. Therefore, obtaining additional staff is critical. DHS recognizes the need to reduce long-term dependence on ITSSMA Contractors and continues to request County positions through the budget process.

SCOPE

The Help Desk/PC Support scope of work includes hardware installation, configuration, and troubleshooting and repair of desktop computer systems and peripheral devices including printers, CD-ROM drives, handheld systems, scanners, etc.

FINANCIAL IMPACT

The maximum obligation for this new Work Order is \$300,000. The funds for this Work Order are included in the DHS, Harbor, Fiscal Year (FY) 2012-13 Final Budget and will be requested in future fiscal years' budgets.

CLOSING

Consistent with ITSSMA policies and procedures, we are informing the Board of our intention to proceed with this new Work Order. DHS will not request any additional extensions or increases to the dollar amount for this Work Order. If no objection is received from the Board within ten (10) business days upon receipt of this Board notification, we will request ISD to proceed with the execution of this new Work Order.

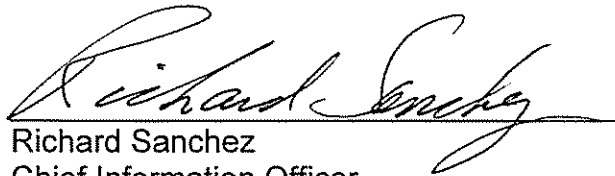
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If you have any questions or require additional information, please let me know or your staff may contact Kevin Lynch, DHS Chief Information Officer, at (213) 240-8128.

MHK:lr

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Chief Information Office
Internal Services Department

REVIEWED BY:


Richard Sanchez
Chief Information Officer


Date

ATTACHMENT A

RELATED ITSSMA WORK ORDERS FOR HELP DESK/PC SUPPORT

Work Order No.*	Description of Work	Start Date	End Date	Work Order Amount
04-843/N04-0676	Two consultants to provide Help Desk/PC Support	03/25/2008	06/30/2012	\$284,855.00
04-853	Two consultants to provide Help Desk/PC Support	03/25/2008	02/28/2013	\$284,100.00
New Work Order	Two consultants to provide Help Desk/ PC Support	TBD	Two years	\$300,000.00
GRAND TOTAL				\$868,955.00

*All Work Orders were competitively bid under ITSSMA.